

S/N 10/047446

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Max Copperman et al. Examiner: Dov Popovici
Serial No.: 10/047446 Group Art Unit: 2175
Filed: January 14, 2002 Docket: 1546.015US1
Title: EFFICIENT AND COST-EFFECTIVE CONTENT PROVIDER FOR
CUSTOMER RELATIONSHIP MANAGEMENT (CRM) OR OTHER
APPLICATIONS

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

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In compliance with the duty imposed by 37 C.F.R. § 1.56, and in accordance with 37 C.F.R. §§ 1.97 *et. seq.*, the enclosed materials are brought to the attention of the Examiner for consideration in connection with the above-identified patent application. Applicants respectfully request that this Supplemental Information Disclosure Statement be entered and the documents listed on the attached Form 1449 be considered by the Examiner and made of record. Pursuant to the provisions of MPEP 609, Applicants request that a copy of the 1449 form, initialed as being considered by the Examiner, be returned to the Applicants with the next official communication.

Pursuant to 37 C.F.R. §1.97(b), it is believed that no fee or statement is required with the Supplemental Information Disclosure Statement. However, if an Office Action on the merits has been mailed, the Commissioner is hereby authorized to charge the required fees to Deposit Account No. 19-0743 in order to have this Supplemental Information Disclosure Statement considered.

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

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The Examiner is invited to contact the Applicants' Representative at the below-listed telephone number if there are any questions regarding this communication.

Respectfully submitted,

MAX COPPERMAN ET AL.


By their Representatives,

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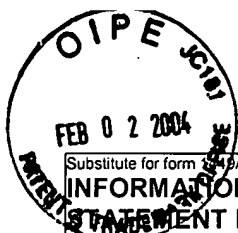
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Date January 29, 2004 By 
Suneel Arora
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JASON D. SMITH
Name


Signature



Substitute for form PTA/PTO
**INFORMATION DISCLOSURE
 STATEMENT BY APPLICANT**
 (Use as many sheets as necessary)

<i>Complete if Known</i>	
Application Number	10/047446
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First Named Inventor	Max Copperman
Group Art Unit	2175
Examiner Name	Dov Popovici
Attorney Docket No: 1546.015US1	

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Sheet 1 of 4

US PATENT DOCUMENTS

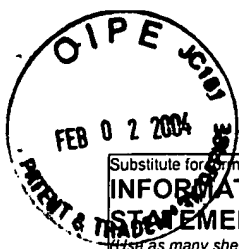
Examiner Initial *	USP Document Number	Publication Date	Name of Patentee or Applicant of cited Document	Class	Subclass	Filing Date If Appropriate
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Group Art Unit	2175
Examiner Name	Dov Popovici

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Attorney Docket No: 1546.015US1

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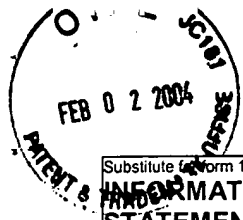
Examiner Initials*	Foreign Document No	Publication Date	Name of Patentee or Applicant of cited Document	Class	Subclass	T ²
	WO-97/38378	10/16/1997	Kirk, Thomas	G06F	17/30	
	WO-99/18526	04/15/1999	Ferguson, D., et al.	G06F	17/30	17/24

OTHER DOCUMENTS -- NON PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
		"(Kanisa) Intelligized Business Processes", (1998), 12 pgs	
		"About the Information Manifold", web page, 1 pg.	

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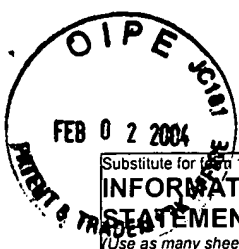
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	1	"FAQ - Connect Care by ProAmerica", (1998),3 pgs	/
	2	"IBM Version 2 - Intelligent Miner for Data", (1998),2 pgs	/
	3	"IBM Version 2.1 - Intelligent Miner for Data", (1998),2 pgs	/
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	8	"ProAmerica Connect Care - The First Customer Care Software", 12 pgs	/
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	Group Art Unit	2175
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Sheet 4 of 4	Attorney Docket No: 1546.015US1	

OTHER DOCUMENTS -- NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
	5	CHAKRABARTI, SOUMEN, et al., "Scalable Feature Selection, Classification and Signature Generation for Organizing Large Text Databases into Hierarchical Topic Taxonomies", <u>The VLDB Journal</u> , 7, (1998),163-178	✓
	6	LI, WEN-SYAN , "PowerBookmarks: A System for Personalizable Web Information Organization, Sharing, and Management", <u>Proc. ACM SIGMOD Int'l. Conf. on Management of Data</u> , 28, (1999),565-567	✓
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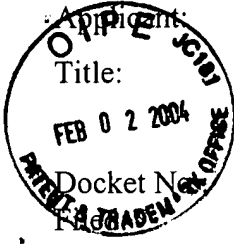
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We are transmitting herewith the following attached items (as indicated with an "X"):

- A return postcard.
- A Supplemental Information Disclosure Statement (2 pgs.), Form 1449 (4 pgs.), and copies of 61 cited documents.


If not provided for in a separate paper filed herewith, Please consider this a **PETITION FOR EXTENSION OF TIME** for sufficient number of months to enter these papers and please charge any additional fees or credit overpayment to Deposit Account No. 19-0743.

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